

# Introducing digital ship certificates in Portugal *e* - Portuguese Maritime Administration

Encontro Anual EISAP | 14 May 2019 | Cascais



DIRECTORATE-GENERAL FOR NATURAL RESOURCES,  
SAFETY AND MARITIME SERVICES

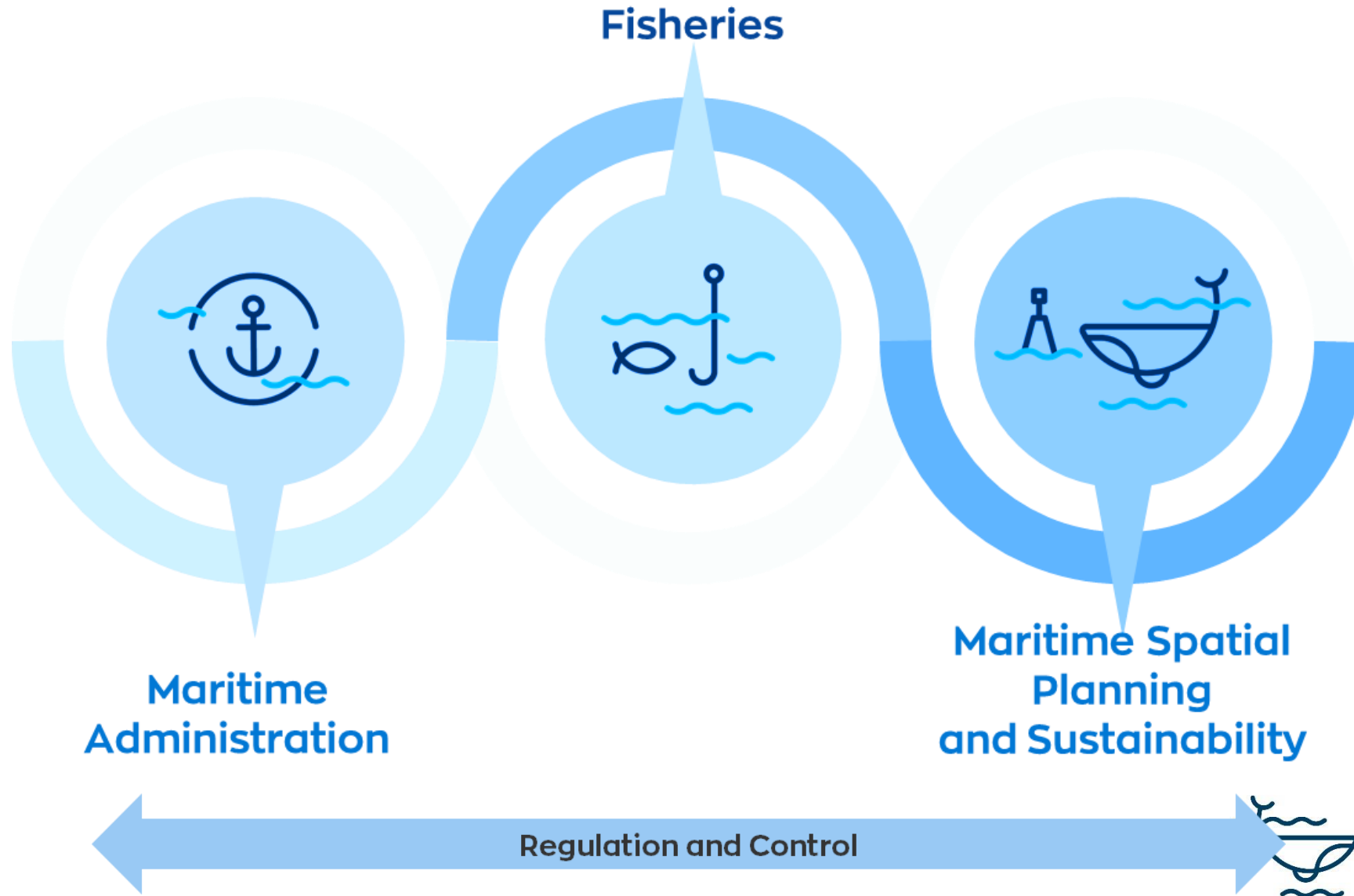


REPÚBLICA  
PORTUGUESA

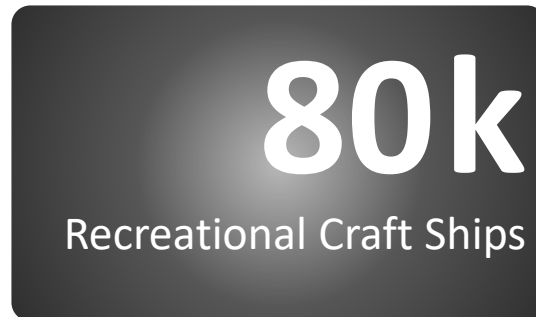
MAR



# @DGRM our Mission is



# Vessels and Ships

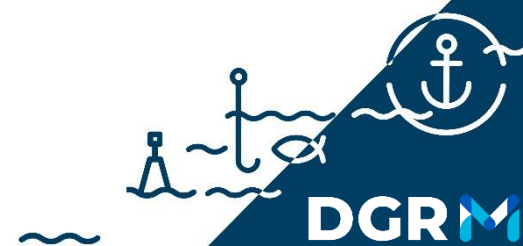
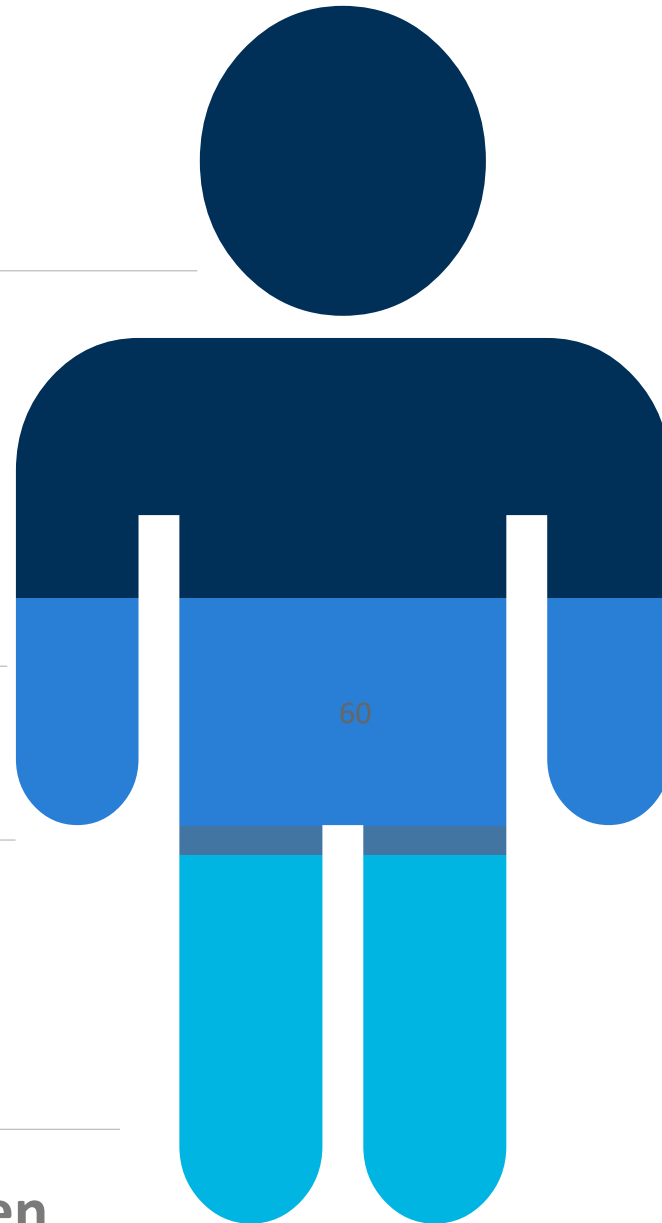
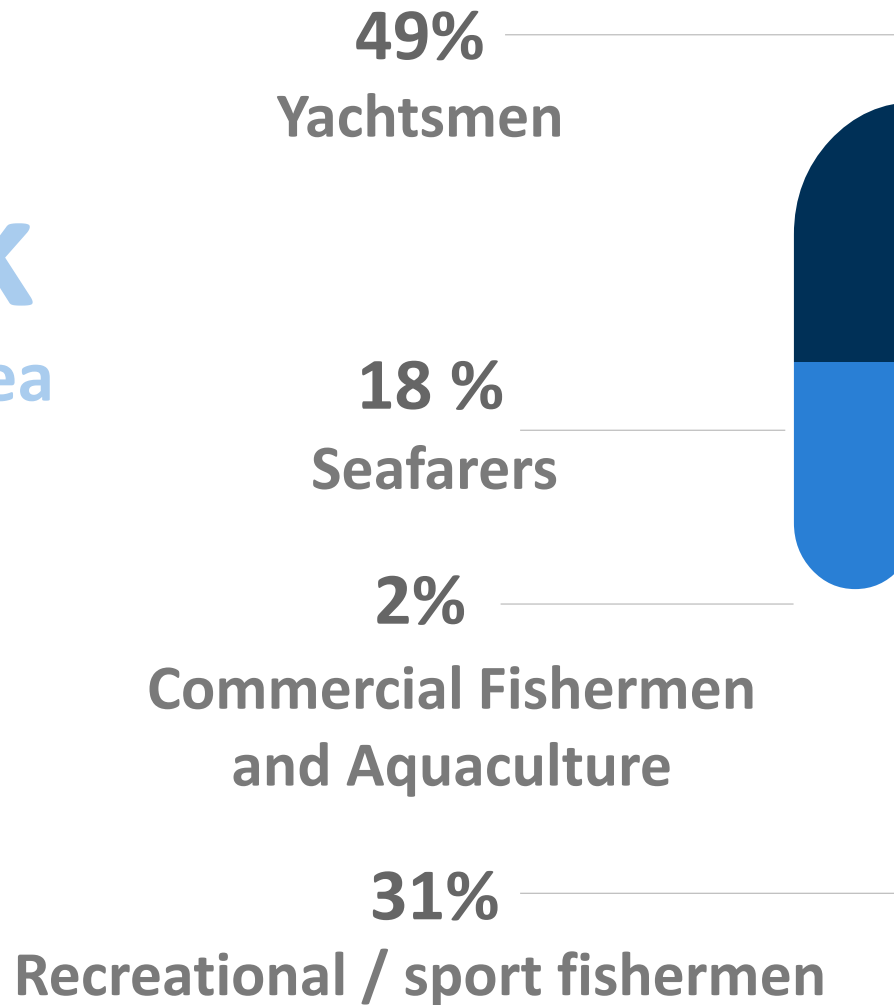


**15 ton**  
Gross Tonnage SOLAS\*



# Portuguese and the Sea

**327,5 k**  
Portuguese at Sea



# Other Business Numbers

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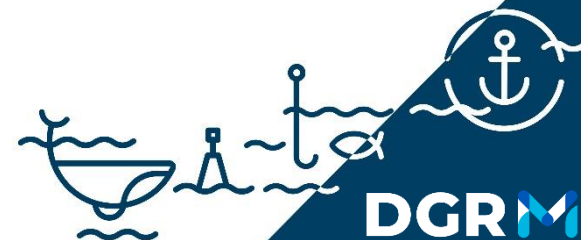
**4 millions km<sup>2</sup>**

maritime areas under national sovereignty or jurisdiction  
(the territorial sea, the exclusive economic zone (EEZ) and the continental shelf)

**80 aquacultures | 50 salinicultures**

**30 titles**

for the use of maritime space

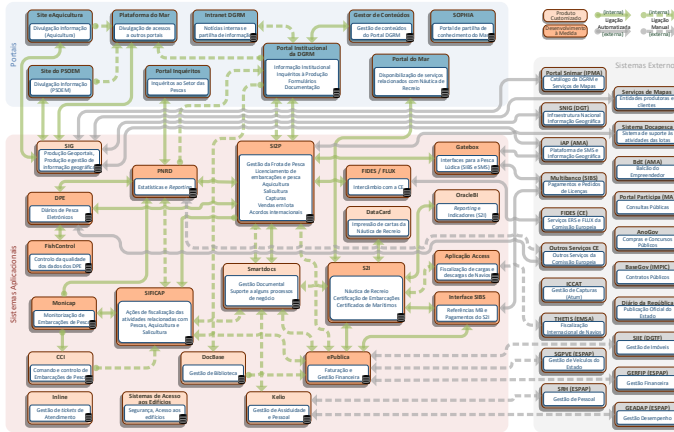


## Where do our clients come from?



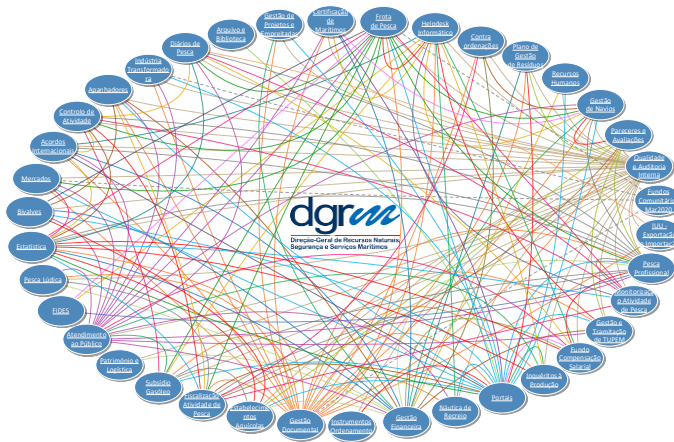
# The recent Past and some Present ...

first tech diagnosis



- More than 170 services provided
- There are 42 API IT systems
- There was no 100% business process totally supported by one or more application systems

process approach diagnosis



- Many business processes, interested parties and applications to manage
- Inaccurate laws and regulations

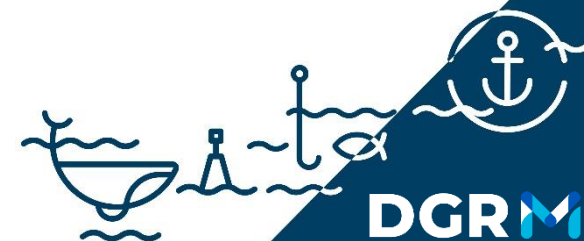




# Our Aim: Benefits for our Stakeholders

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- Improve response times to requests
- Concentrating service delivery in one a single point of contact
- Reduce context costs of service delivery
- Promote network collaborative work in shared service delivery  
between within the different levels of administration and information sharing within  
DGRM different services, among public entities of different authorities  
– CT-MAR, Navy, Notaries, etc





# @ DGRM our vision

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*“to be the first Public Service to  
the deliver innovative eServices  
for citizens, other public services,  
agencies and businesses  
across the world”*





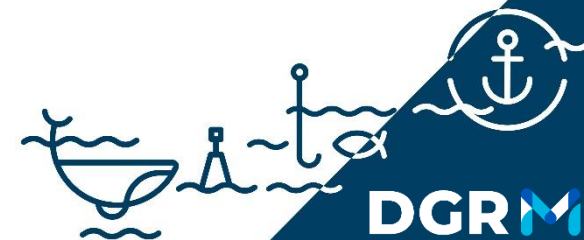
# Managing change towards digitalization

Our Strategy

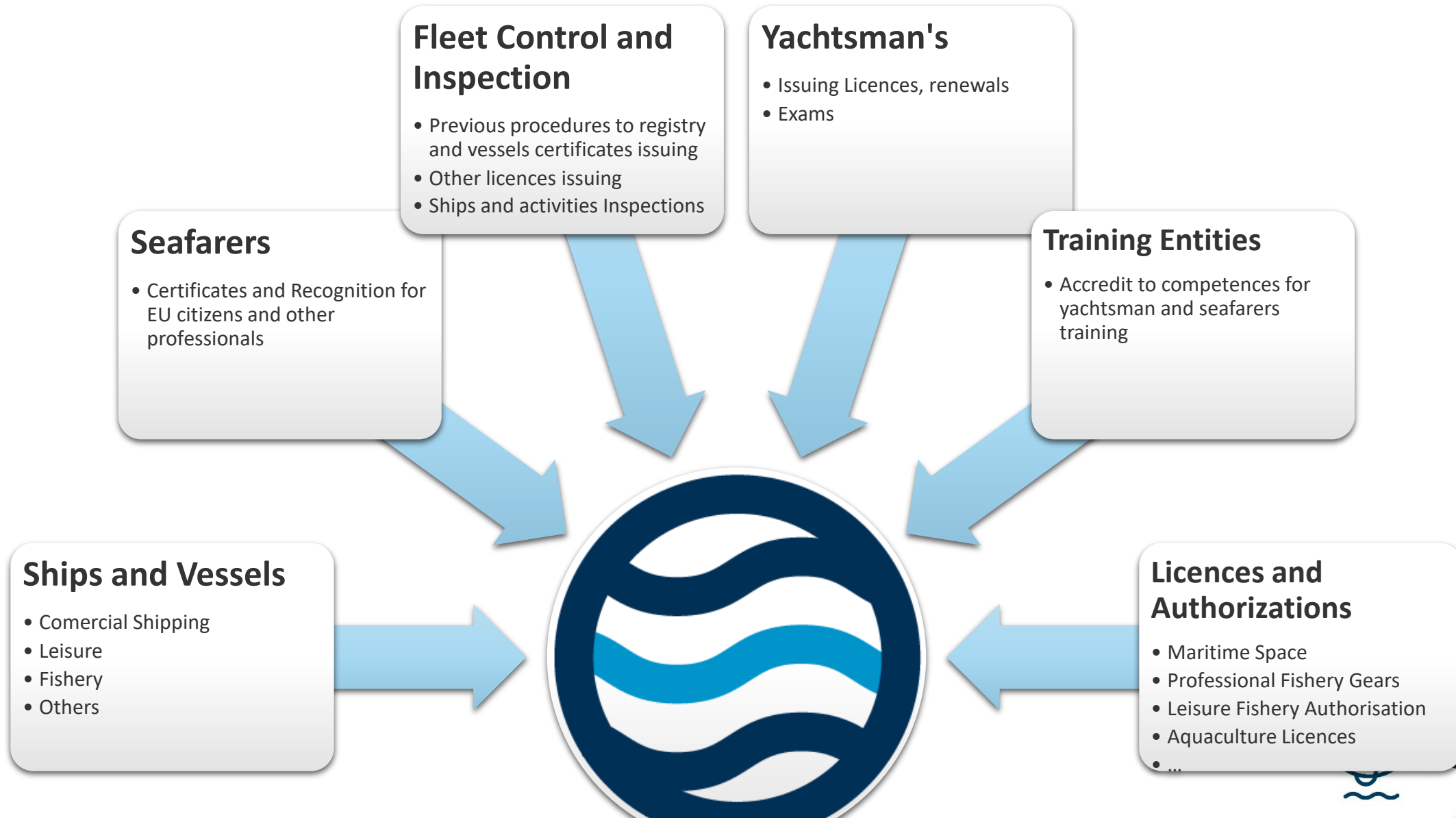
# Why digital certificate?

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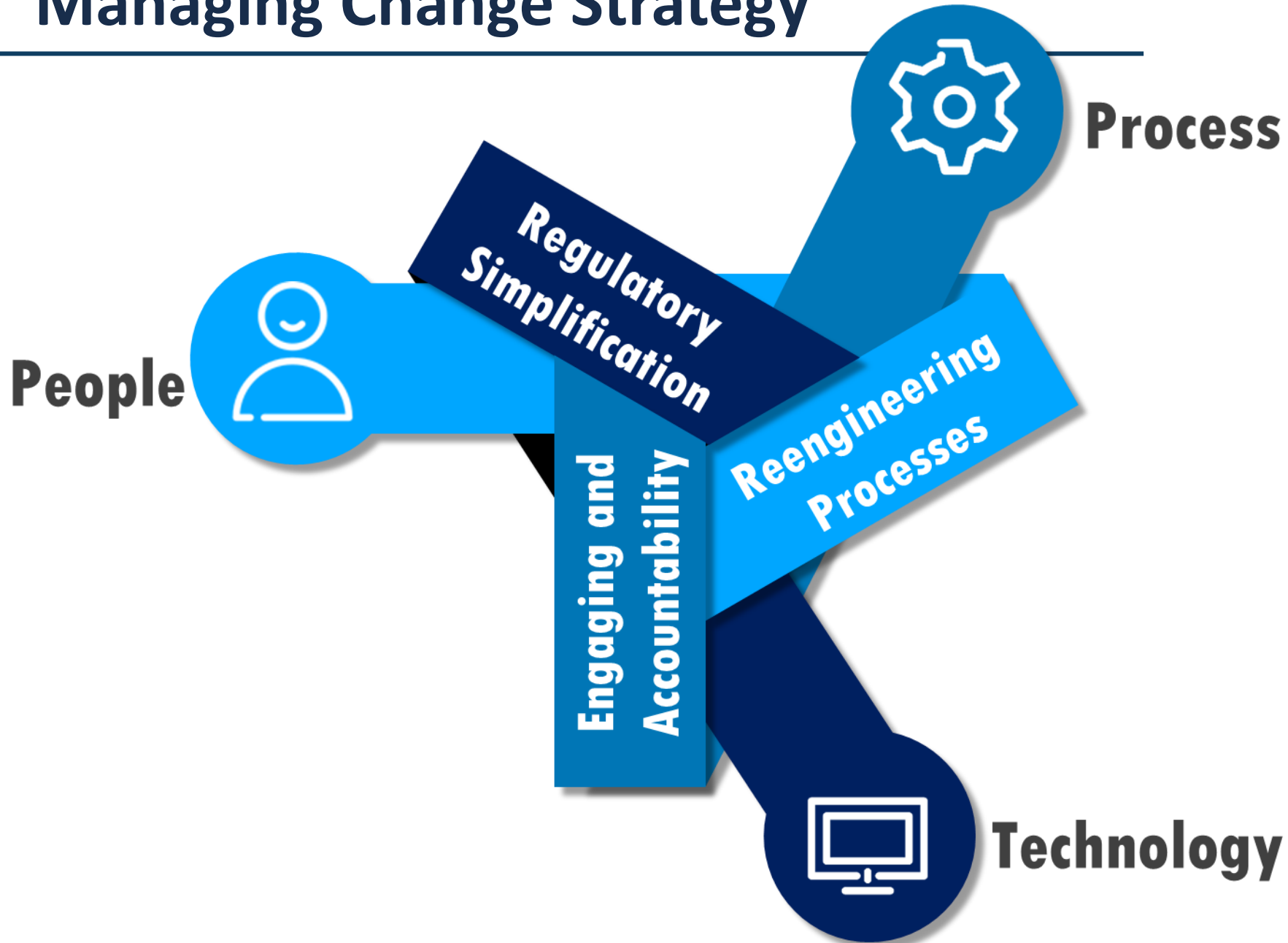
- **Safe** and **easy** of use - Replaces the handwritten signature
  - Validates a whole document file - every page of a document
- Streaming documents are easy – **Increases delivery time**
  - by email, download, digital support (pen, memory stick, ...) with the external environment (customers / suppliers / public institutions);
- Decreases file and archive space
- **Increased security** of documents -
  - By adopting digital certificates it ensures the authenticity of sign holder, no doubts about any forgery.
- On site **Authenticity**  
Identifies the statutory documents and seafarers certificates signing before various state institutions



# Service and Data Models BMar / SNEM



# Managing Change Strategy



# Roadmap of Initiatives

## Regulatory Simplification

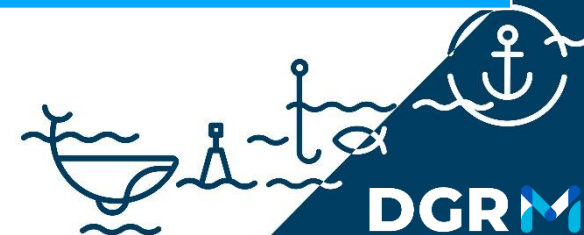
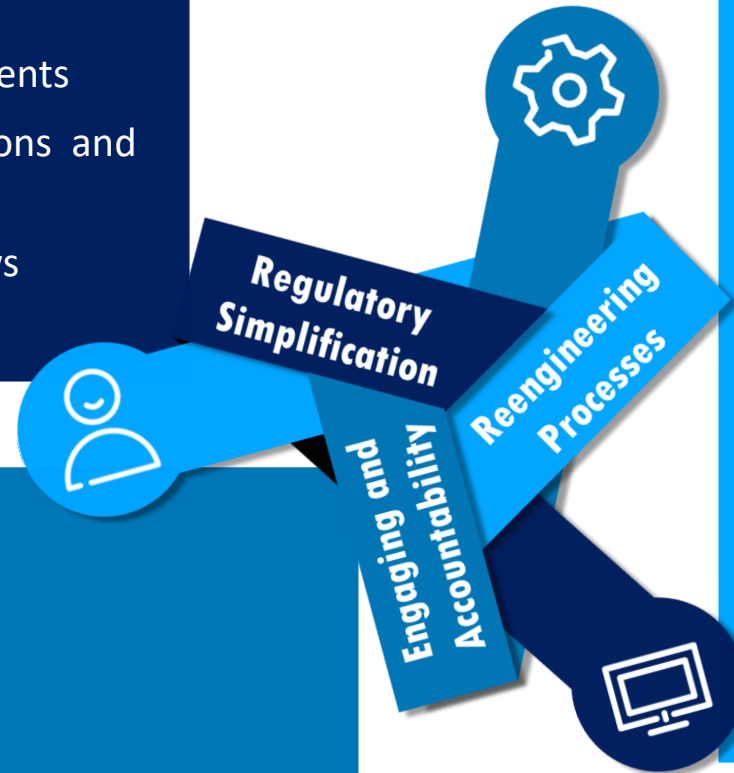
- Studied all the national regulations and international guidelines
- Personal Data Security and law requirements
- Acknowledge the stakeholders expectations and requirements
- Produce new legal Laws and Decree-Laws
- Implement these changes

## Engaging and Accountability

- Co-Design with Stakeholders
- New Competences - Recruitment
- Established a Training Programme
- Created a Communication Plan
- Established Collaborative Networks & Partnerships
- Steering and Working Groups for service design

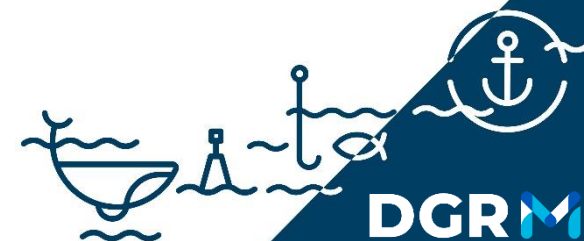
## Reengineering Processes

- Simplified and harmonised procedures - one process of application fits all services
- System features designed to meet client expectation
- IT Roadmap Plan, with IT to be discontinued, and webservice to establish
- Created a Customer and Support Service
- Created a single point of contact
- Invested in infrastructure, equipment's and gadget (sign pad, scan, tablet pc with pen)



# Success Key Factors

- Involving all parties and stakeholders
  - public sector – new joint services
  - private sector – usability and service delivery design
- Services Oriented Architecture
  - Data Structure meets business structure
  - Clients involved in design the solution
- Deployment Criteria Matrix
  - Aiming at major quick wins
  - Based on number of services delivered vs number clients
  - Service design complexity
- Thorough Project Planning
- Choose the simplest Process to make a Pilot (yachtsman Licence)







## Manage Change

Results

# Main Features

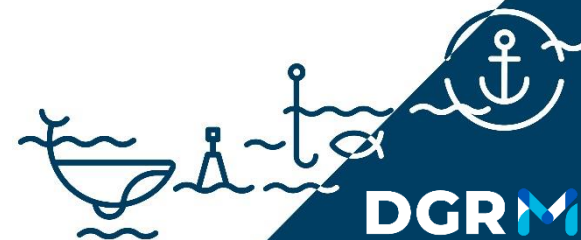
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- Simpler Regulations
- One Process. One Point of Contact. One IT System.
- Payment integration and invoice issued electronically
- Applicant's form retrieves previous Client Data, if existing
- Printing Services Online

## Main Products

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- Interoperable Systems
- Electronic and Physical Secure Certificates Issuing
- Online Certificates Traceability
- One Customer Service and Support

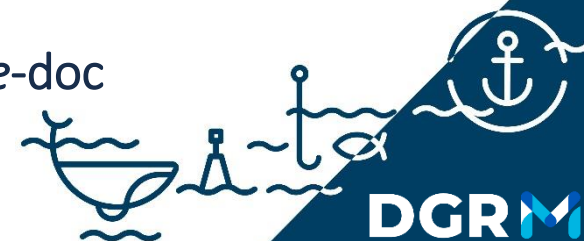


# Simpler Regulations

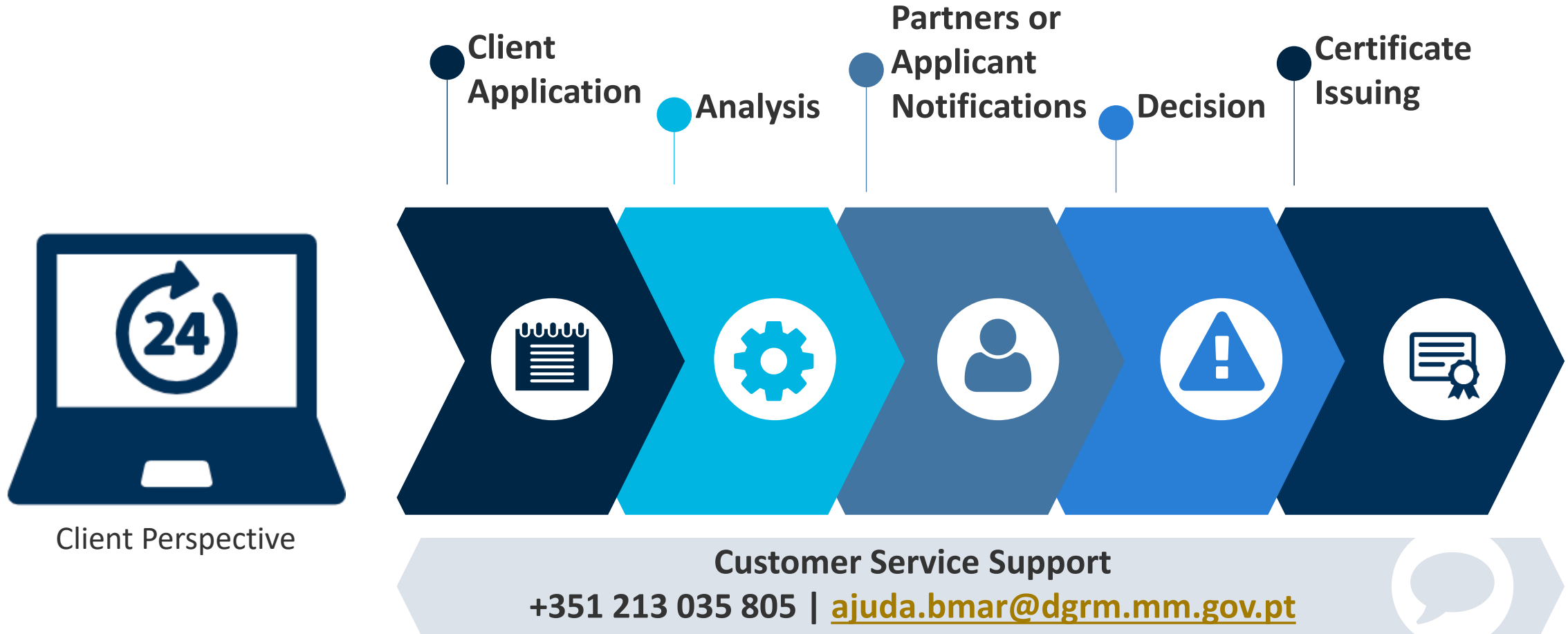
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Law n.º 9/2018, 2nd March + Decree-Law n.º 43/2018 de 18th June;

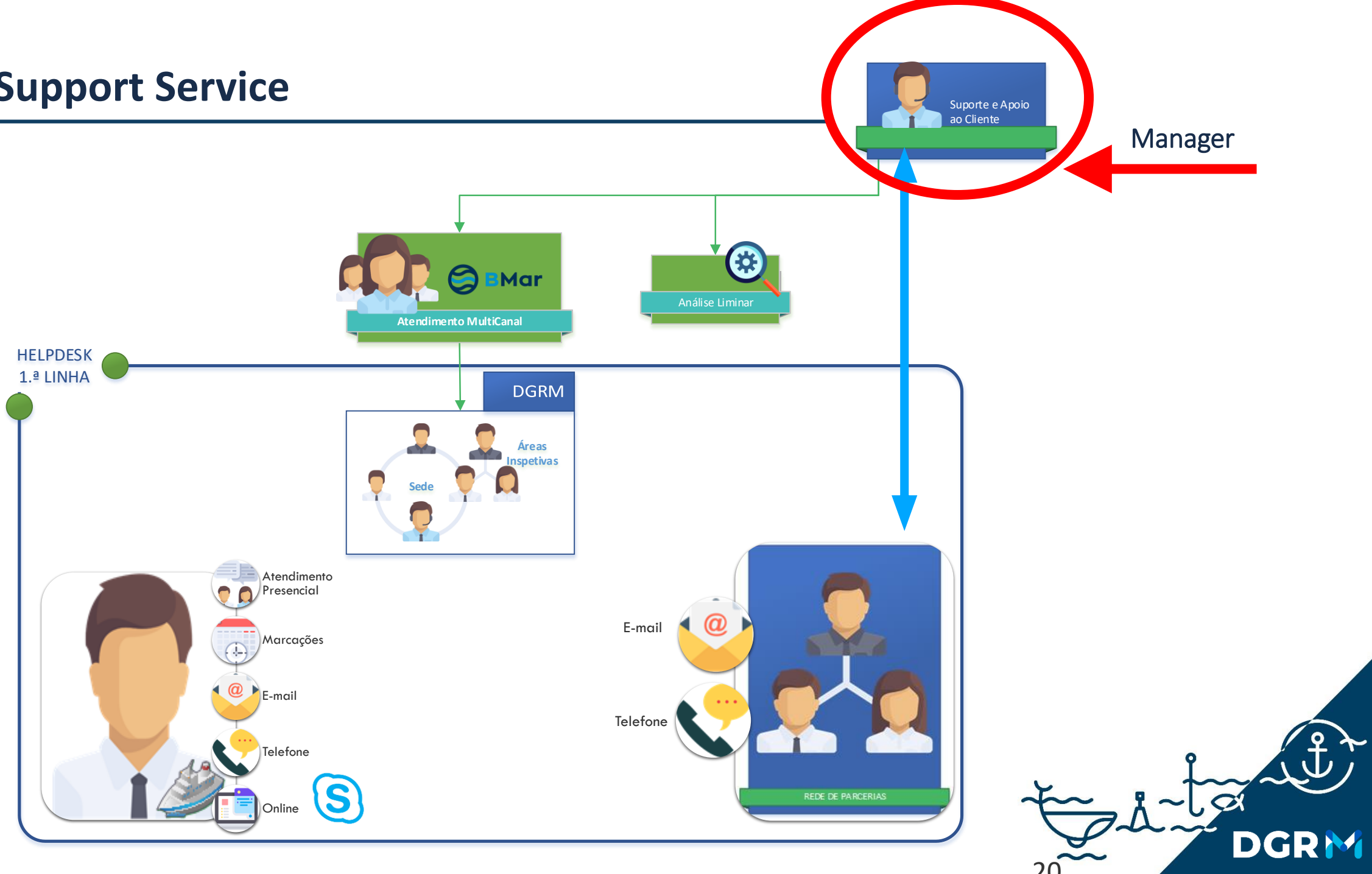
- SNEM – Sistema Nacional de Embarcações e Marítimos creates a National Database for Seafarers and Ships;
- BMar – Balcão Eletrónico do Mar – creates the Sea One Stop Shop Online
  - Establishes that DGRM manages SNEM / Bmar
  - Development is a partnership between Autoridade Marítima Nacional (Maritime Authority) and Instituto dos Registos e Notariado (Commercial Registry Services);
  - Possibility of integrating other services - Agreement with CT MAR
- Since then,  
all the regulatory documents follow the new *e-structure* -> e-procedures online + e-doc



# One Business Process. One Point of Contact.



# One Support Service



# @DGRM IT Specifications meet Business Process

Client Application



Analysis



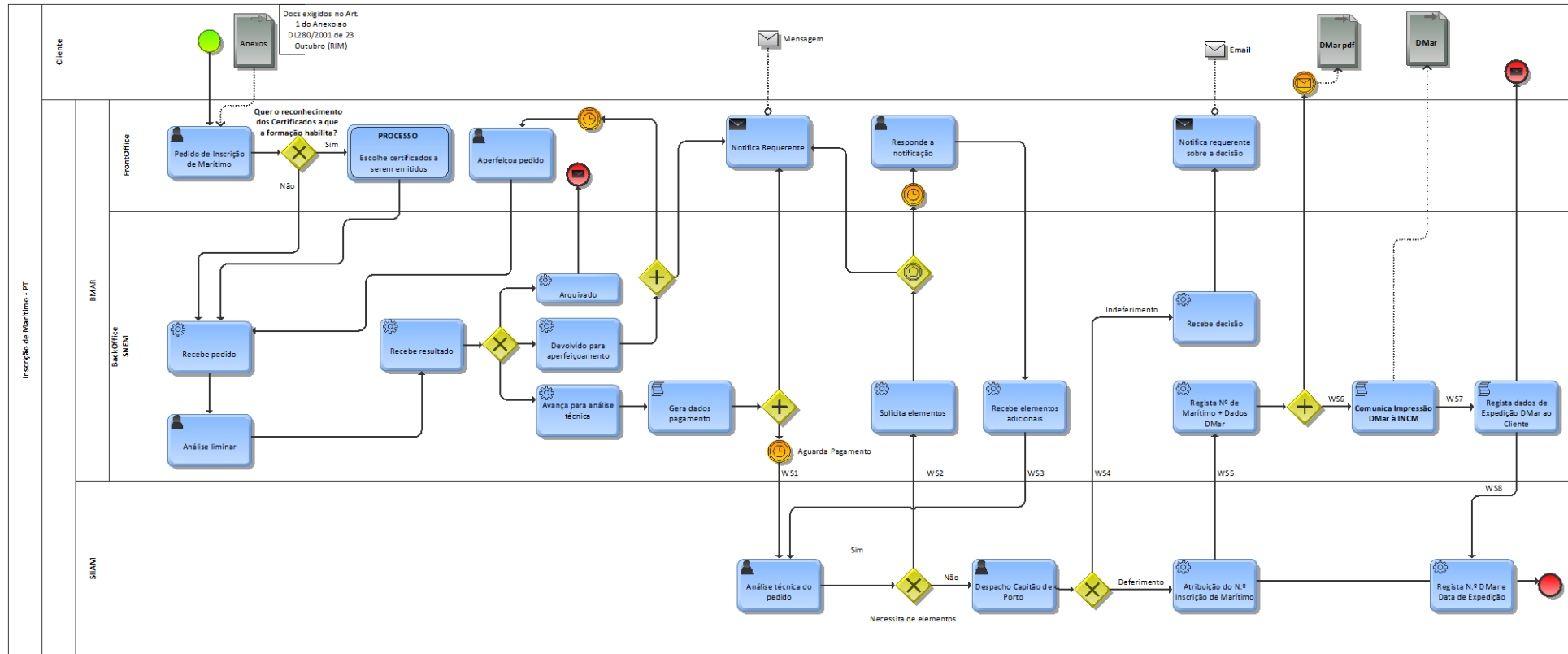
Partners or Applicant  
Notifications



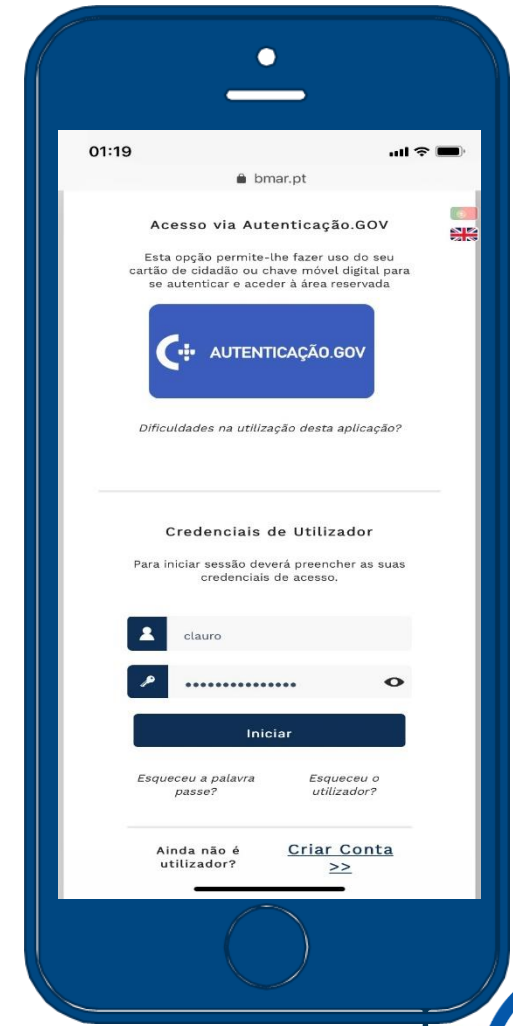
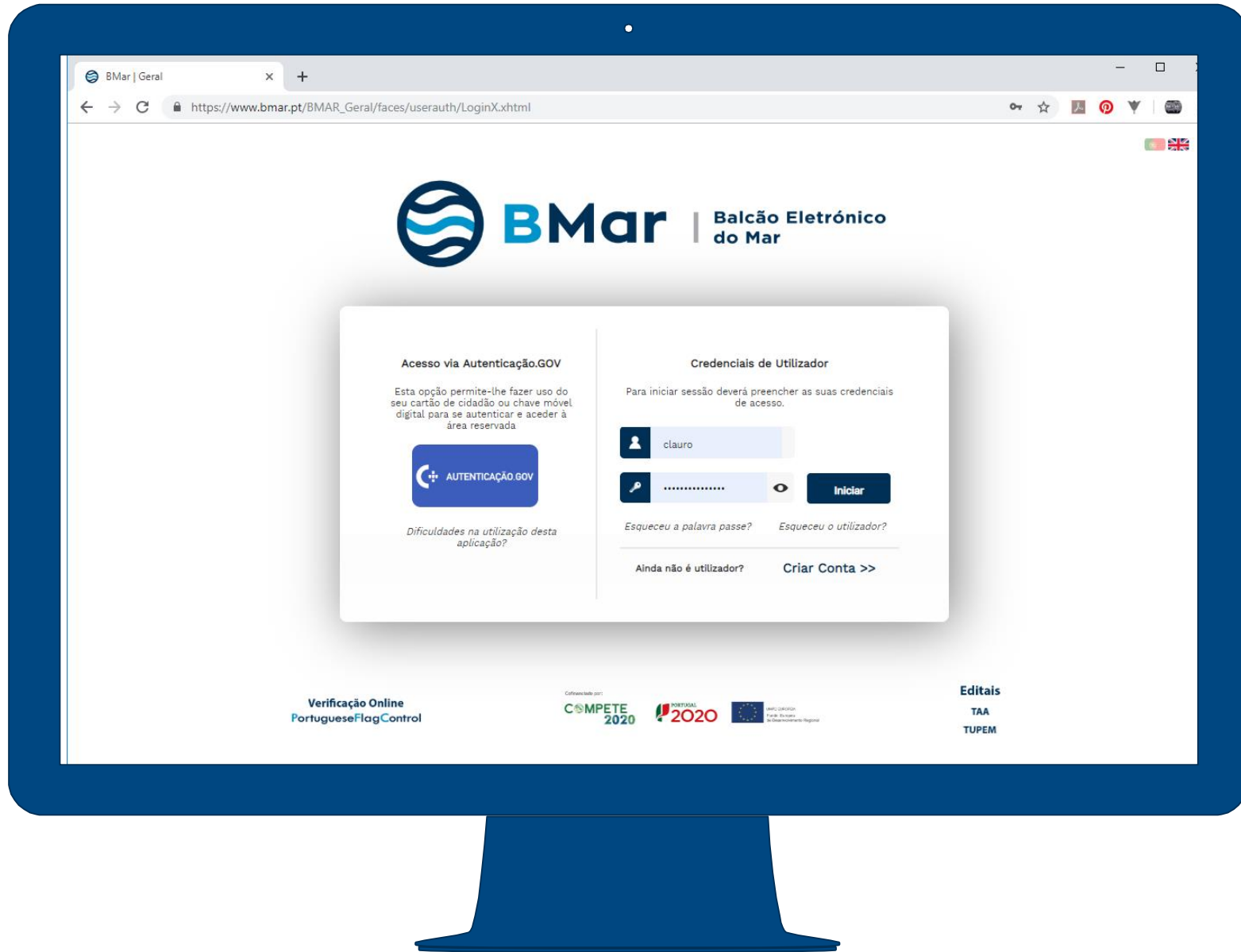
Decision



Certificate Issuing



# @DGRM Online Services 24/7





# Online Services

## Yachtsman Licence



- Licence:
  - Renewal
  - Re-issuing
  - Recognition
  - Renewal through Exam (new)
- Nearly 12000 docs per year

## Foreign Seafarers



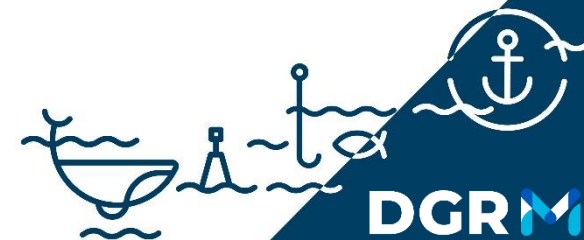
### Certificates

- SRA's
- Endorsements
  
- Nearly 15000 docs per year

## Licensed Sea Activities



- Maritime Space
- Aquiculture
  
- More than 1000 interactions year



# Short term

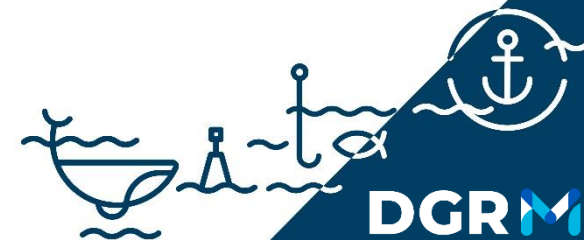
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## Ships and Vessels

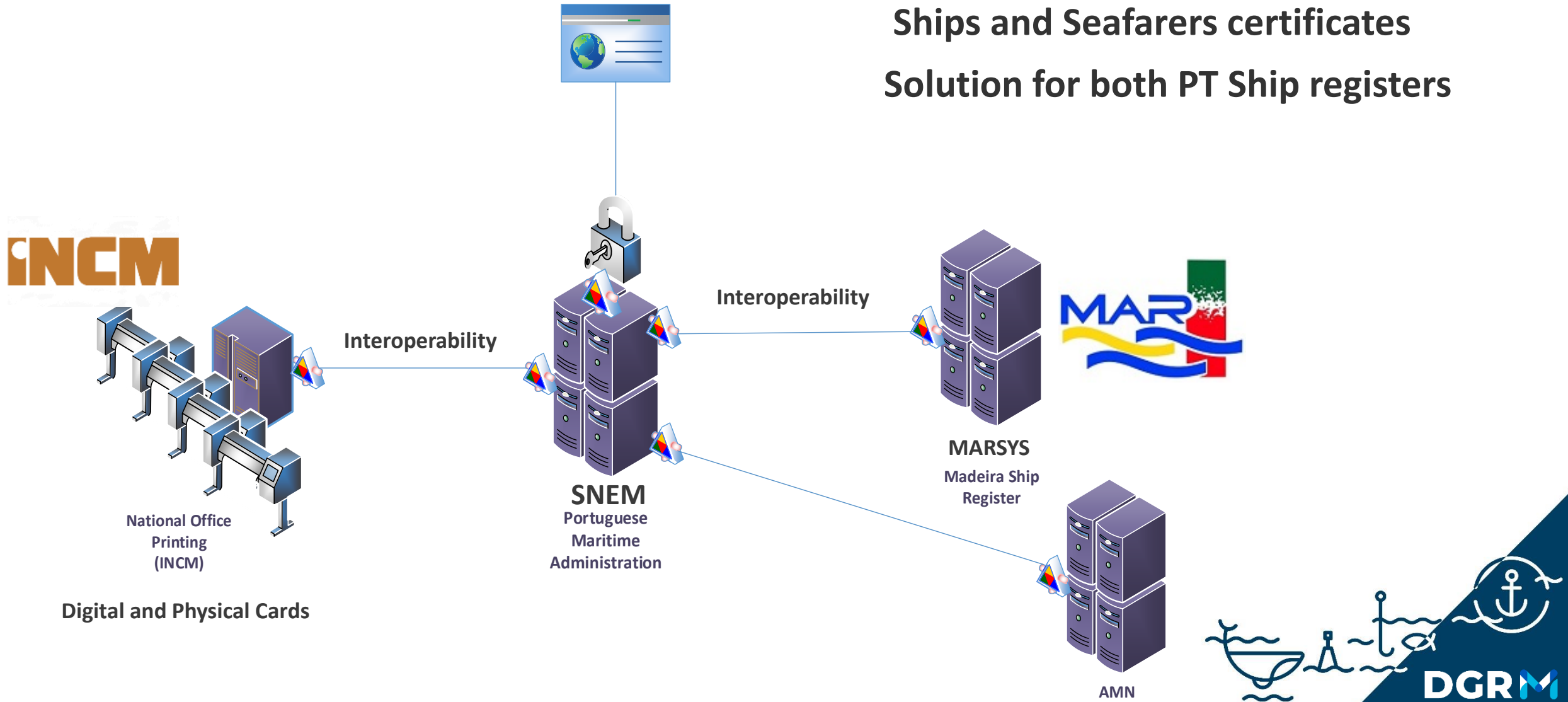
- Registry Documents
- Certificates
- Go Live expected on 30 May 2019

In partnership with CT - Mar



# Interoperable Systems in IT as result of Networking and Partnerships

Ships and Seafarers certificates  
Solution for both PT Ship registers



# Portuguese Flag

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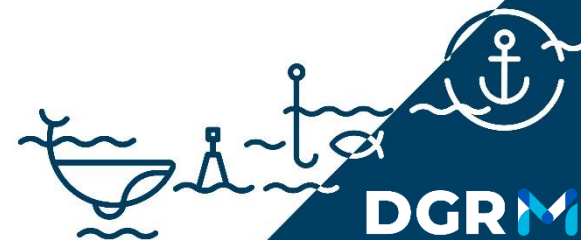
Foreign  
Seafares



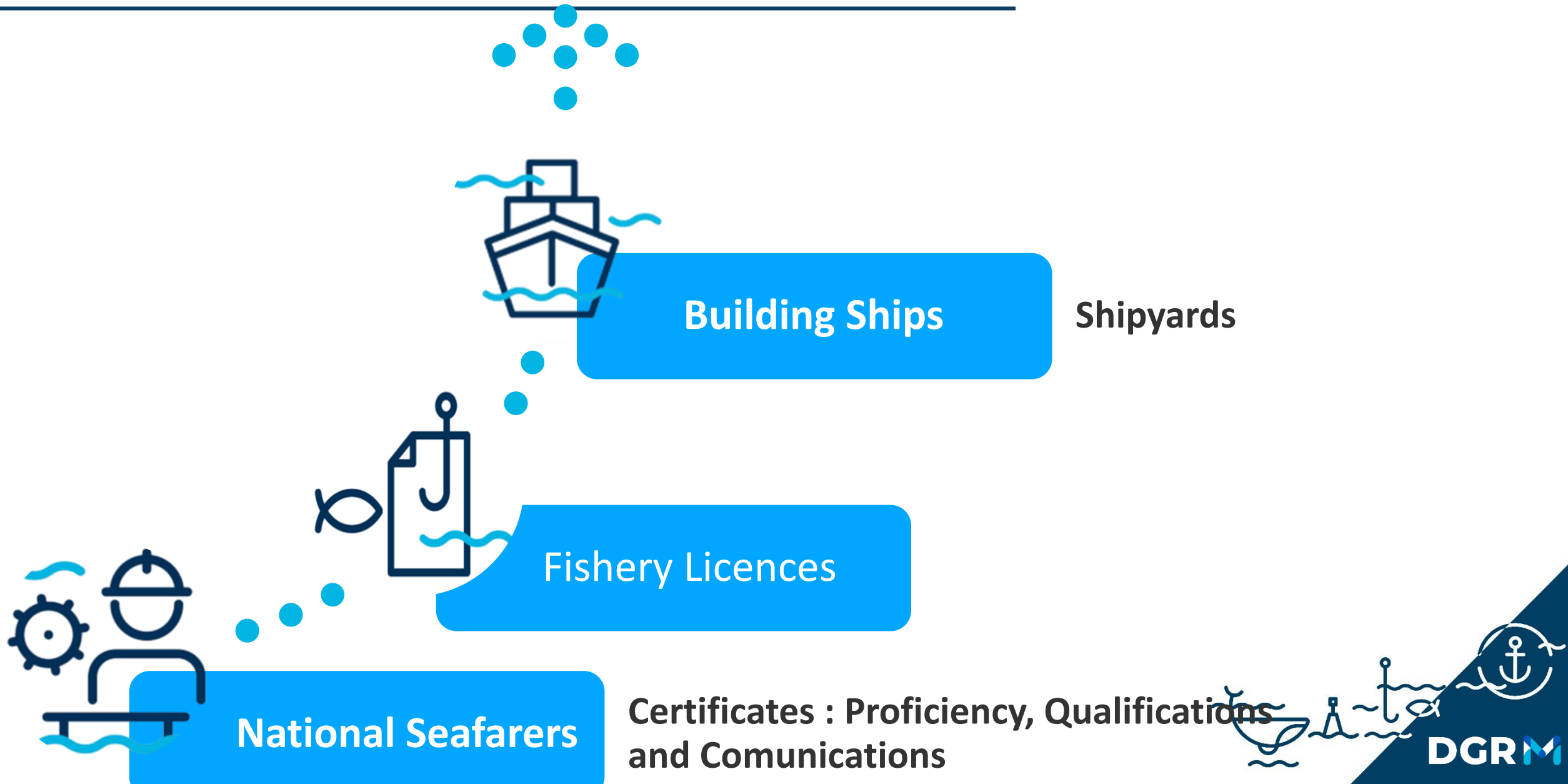
Ship  
Certificates



**1st in class worldwide  
in Digitalisation**



# Until the end of the year



**Building Ships**

**Shipyards**

**Fishery Licences**

**National Seafarers**

**Certificates : Proficiency, Qualifications  
and Communications**

# @DGRM New Generation of Certificates

hard copy

Digital Signature



**Autenticação / Endorsement**

N.º No. Validade até / Valid until

Data de emissão / Issuance date

O Governo da República Portuguesa certifica que o certificado n.º  
The Government of the Portuguese Republic certifies that certificate no.

emitido pelo, ou em nome do Governo de  
issued by or on behalf of the Government of

a / to

Nacionalidade / Nationality

Data de nascimento / Date of birth

está devidamente reconhecido em conformidade com o disposto na Regra I/10 da Convenção Internacional sobre Normas de Formação, de Certificação e de Serviço de Quartos para os Marítimos, 1978, conforme emendas.  
O (A) titular desta autenticação pode exercer o cargo ou cargos a seguir mencionado(s) em conformidade com os requisitos de lotação de segurança fixados pela Administração:  
is duly recognized in accordance with the provisions of the regulation I/10 of the International Convention on Standards of Training, Certification and Watchkeeping for Seafarers, 1978, as amended.  
The lawful holder of this endorsement may serve in the following capacity or capacities specified by the applicable safe manning requirements of the Administration:

Cargo / Capacity

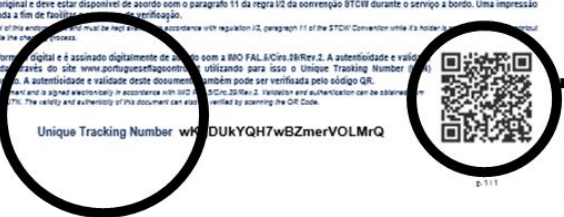
Restrições aplicáveis (se existentes) / Limitations applicable (if any) De acordo com o certificado original / According to the original certificate

Autoridade emissora / Issuing authority DIREÇÃO GERAL DE RECURSOS NATURAIS, SEGURANÇA E SERVIÇOS MARÍTIMOS (DGRM)  
Av. de Brasília, 1442 - 030 Lisboa | Portugal | www.dgrm.rtm.gov.pt

A pessoa autorizada / Duty authorized official

Assinatura do titular / Signature of the holder

Unique Tracking Number



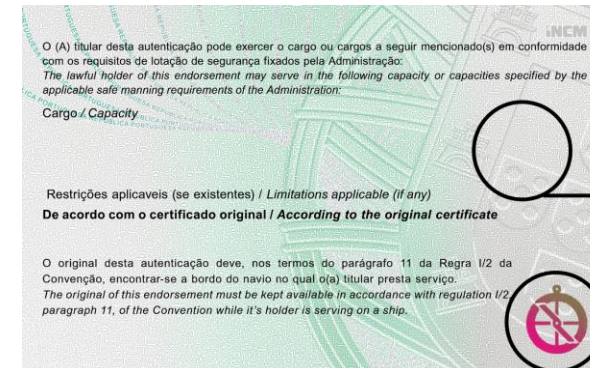
QRCode



QR Code

Hologram

Official Signature



Complex Design

High security offset elements imprinted



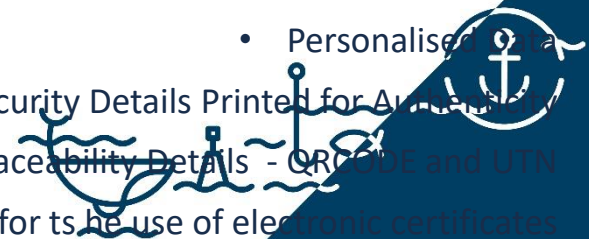
• One Design, Various Certificates

• Personalised Data

• Digital Signature or and Security Details Printed for Authentication

• Unique Traceability Details - QR CODE and UTN

• Compliant with FAL.5/Circ.39 - 20 April 2016 - Guideline for the use of electronic certificates





# @DGRM Online Verification



Unique Tracking Number: 1234-5678-90129-345678



Inspetores  
Inspectors

IMO FAL.5/Circ.39  
Compliant



[www.portuguese-flag-control.pt](http://www.portuguese-flag-control.pt)



PortugueseFlagControl



A new generation of electronic certificates and control procedures: faster and safer.



# @DGRM The future is ...

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- All Services Online ... the hole 172 ....
- Mobile Friendly Design Documents
- Online tests for seafarers training
- WALLET – APP to have all the electronic certificates in one place



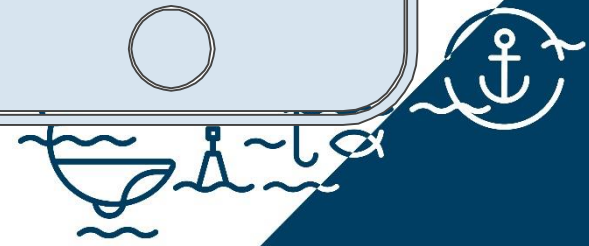
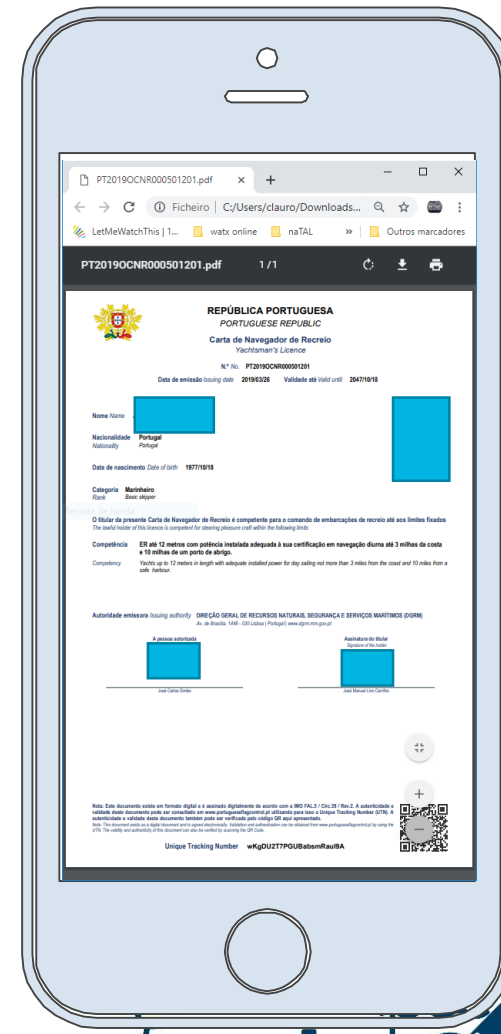
# @DGRM Online Verification



## Try It!



A new generation of electronic certificates and control procedures: faster and safer.



# Thank You | Obrigado

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